

**Executive Summary**  
**Miami-Dade County Ryan White Title I Program**  
**Performance Improvement Plan**

The purpose of this plan is to establish a systematic approach to quality assessment and performance improvement for the Miami-Dade County Ryan White Title I Program, including methods for maintaining quality in the implementation of the activities in the Comprehensive Plan. In addition, this plan meets the Ryan White Title I requirements of the U.S. Health Resources and Services Administration (HRSA) for measuring and influencing quality of care and patient care improvements.

The mission of the Miami-Dade County Ryan White Title I Performance Improvement Program is to assure equitable access to high-quality care, to improve clinical outcomes, to maximize collaboration of stakeholders and coordination of services, to ensure high quality customer service and to ensure compliance with County and HRSA mandates.

The methodology of the Performance Improvement Program includes a continuous improvement process: a cycle of assessment, analysis and action for improvement with a foundation of education and training. The Plan and its activities are based on the active and full collaboration of Miami-Dade County, the provider community, the Miami-Dade County HIV/AIDS Partnership, and the system's customers.

Service providers receiving Ryan White Title I funding are contractually required to participate in the Performance Improvement Program through development and implementation of their own quality improvement plans, which will include self-assessment of performance through reviews and customer satisfaction evaluations, problem identification and problem solving using a standard model, and implementation and evaluation of improvements. The Miami-Dade County Office of Strategic Business Management (OSBM), as Title I grantee, administers the activities of the program and is responsible for the implementation and monitoring of the Performance Improvement Plan. OSBM contracts with Williams, Stern & Associates for development and management of the Performance Improvement Program.

Key to implementation of the program is the Performance Improvement Advisory Team (PIAT), an advisory body comprised of representatives of Title I providers and consumers. The PIAT will review the results of record reviews, data collection, and monitoring, and will provide advice and recommendations to OSBM regarding quality improvement initiatives.

Core processes of the Performance Improvement Plan include: determination of outcome and performance quality measures; implementation of these quality measures; collection of data; reviewing and analyzing data; developing and reviewing benchmarks and targets based on baseline data; identification and recognition of providers showing improvements; identification of areas needing improvement and development of improvement action plans, both specific to providers and system-wide; evaluation; and the enforcement of service and quality standards.

A detailed action plan for the Performance Improvement Program outlines specific activities, responsibilities and resources for each of these processes. The attached flowchart illustrates the relationships among the key stakeholders in the Performance Improvement Program.